

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### Natural Formulas Inc

Corporation for Manufacturing Excellence (Manex)

#### Natural Formulas Energizes Employees

##### Client Profile:

Natural Formulas has developed and manufactured dietary supplements including vitamins, minerals, and protein powders for more than 35 years. Located in Hayward, California, the company currently employs less than 50 people.

##### Situation:

Natural Formulas realized that, as the entire health supplement industry began a slight economic downturn, it needed to further develop new strengths and competitive advantages to stay afloat. The company recognized that in-depth employee training could result in an improved competitive position in the marketplace. All employees are trained early in their hiring process.

However, the top management team wanted to ensure that all employees were educated and trained not only in their specific job functions but also in other areas, including the mission and core values of the company, effective communication skills, working as a team, problem solving, computer skills, and managerial coaching. Natural Formulas recognized there would be a large financial investment necessary for effective implementation of its training plan. Company management turned to the Corporation for Manufacturing Excellence (Manex), a NIST MEP network affiliate, for assistance.

##### Solution:

Manex helped Natural Formulas obtain Employment Training Panel (ETP) funding to help offset the costs of its training undertaking. Manex has a consortia agreement with the ETP to provide administrative assistance and grant management for companies receiving funding. Manex helped Natural Formulas develop a program, which included cross training, computer skills, and continuous improvement skills. The company used the plan developed by Manex to administer training internally. Overall, this training improved the efficiencies and skill levels of the employees, positively impacted both internal communications and the rate of employee turnover, and increased employee commitment to the overall success of the company.

##### Results:

Improved efficiencies throughout all aspects of the production process.

Produced a more highly skilled workforce.

Renewed camaraderie amongst managers and workforce.

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Reduced employee turnover rate.

Improved employee job performance and company commitment.

**Testimonial:**

"We found the Manex staff to be very cooperative and supportive during the training. Communication was excellent and Manex provided a tremendous amount of valuable support."

Sharon A. Paulisich, Director, Human Resources